

COMMISSIONERS
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ORIGINAL



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ARIZONA CORPORATION COMMISSION

2013 APR -4 P 3:49

April 4, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water Company

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 7 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

APR - 4 2013

DOCKETED BY	
<i>Wm</i>	<i>nr</i>

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109932

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Kori

Tafoya

Account Name:

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

My husband is disabled and we have 2 little boys. I am a food serv er and we live month to month. The water bill makes it very difficult for us to meet our bills every month as it is - to raise it higher will make it impossible.

Stop hurting your Customers !

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109932

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109936

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Gerald L Curd**

Account Name: Gerald L Curd

Street:

Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We have a second home in Fort Wayne, IN. As we compare water bills to the Arizona Global Water we find the basic water cost to be almost the same (\$28). However, the wastewater basic cost is double in Arizona. Consequently, I do not see a need to raise rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109936

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109934

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mark & Carinda

Peterson

Account Name:

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Maricopa

State:

AZ

Zip: 85138

is: Cellular

Utility Company. Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We have been here for 2yrs now and our water/sewer has gone up twice. We are also being billed every 28 days and are paying an extra month or 13 months instead of 12 months. This is wrong !! Being on a fixed income makes it difficult to say the least, paying this increased rate. We also had our HOA increase our rates to cover the cost of watering on the greens of Maricopa Meadows. Please reconsider these price increases to make this a more viable solution for the whole community and set aside the fact that your increases are unnecessary. Also, 2yrs ago this community was suffering with a 46% home occupancy. This occupancy is now @ 97% for the meadows. That means you not only increased water/sewer rates twice but now are asking for an increase @ almost 100% home occupancy. This is a crime !!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109934

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109933

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Sandra Last: Baldwin

Account Name: Sandra Baldwin

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is: Other

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am a senior citizen, and your water bill is ridiculously high. I am looking to move to another city because of your rates.

Stop hurting your customers !

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109933

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109930

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Claudia Cross

Account Name: Claudia Cross Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Your rate increase if approved will place undo hardships on our citizens who are already struggling to make ends meet.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109930

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109931

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Ingrid

Hidalgo

Account Name: Ingrid Hidalgo

Street:

Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We believe that the increase in our future water bills are too high. These increases will result in negative cash flow from our rental house.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109931

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109929

Date: 4/3/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Elaine Last: Gilbert

Account Name: Elaine Gilbert

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Right now I pay \$90.59 for basic water & waste water which is \$10 more than the previous year. If the proposed increase is enacted our bill will increase approximately 24% to \$112.59. On a fixed income, we will be greatly affected by an increase this large. The next consideration will be our HOA dues which will have to go up proportionately. In retirement we struggle with such huge increases in expenses. Our yearly expense would go from \$1146 to over \$1400.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/03/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/3/2013

Opinion No. 2013 - 109929
